EMDAD HAQUE

E: emdad87@outlook.com · M: 0416 960 340 · Macquarie Fields, NSW 2564
au.linkedin.com/in/emdadulhaque

Career Profile

- 12+ years of **IT Systems Administration & Support** experience in designing, managing and troubleshooting on-prem and cloud environments involving Windows & Linux servers & workstations, virtualisation, specialised applications, security, printing, storage, backup & networking solutions.
- **Certifications** - Microsoft MCSE MCSA MCP, Azure Administrator Associate, AWS Solutions Architect Associate, Linux Foundation System Admin LFCSA, VMware VCP DCV, Cisco CCNP CCNA.

  Verification link: https://www.credly.com/users/md-emdadul-haque/badges?sort=-state_updated_at
- **Infrastructure & virtualisation expert** - Proficient in Active Directory (AD), Group Policy, DNS, DHCP, ADFS, PKI Certificates, SCCM SOE Imaging + app packaging, MDM (AirWatch, MaaS360), storage (SAN / NAS) & backup (Rubrik) systems, networking and virtualisation (VMware / Hyper-V).
- **Cloud technologist** - Experienced with administration of AWS & Azure cloud infrastructure including multi-region replication, backups, disaster-recovery, SSO, MFA, monitoring, audits and cost management plus migrations and on-prem sync. M365 / Office365 expertise including Exchange, SharePoint, Teams, PowerBI & Dynamics administration & licensing.
- **Automation specialist** - Skilled at automating deployments and configurations using PowerShell, PowerCLI, Python, VB and BASH scripting and IaC tools (CloudFormation, ARM, Terraform). Developed desktop and web apps using various programming languages and DBs.
- **Networking know-how** - Cisco CCNA and CCNP certified network engineer, accustomed with configuring routing, switching, firewalls, ACLs, proxies and IP telephones.
- **Incident manager** - Resolved escalated incidents with permanent solutions whenever possible reducing incident count while using ServiceNow, Salesforce/Hermes and JIRA.
- **Excellent communicator** - Delivering exceptional customer service and liaising with vendors. Experienced at developing documentation and training material.

Professional Experience

Cloud Engineer (Windows) – Amazon Web Services **July 2022 – Aug 2024**

Global market leader and technology forerunner in the public Cloud business

- Performed troubleshooting on issues related to AD architecture, DNS, Group Policy, Certificate/Smart Card authentication, MFA, LDAPS, SSO + integration with other platforms, Windows and NetApp storage, email and communication/collaboration solutions.
- Provided solutions to complex enterprise-grade problems that spanned multiple AWS services such as Directory Services, EC2, FSx Storage, WorkSpaces VDI, AppStream, Chime, WorkMail / SES, CloudWatch, Lambda and IAM among others, and optimized performance for customers' workloads and minimized costs.
- Owned complex customer issues and worked with internal AWS teams to provide solutions and improve services in the long run, and drove customer communication during critical events.
- Drove projects that upgraded support-related processes, realized customers' feature requests and improved technical support experience. Wrote tutorials, how-to videos, and other technical articles for internal knowledge base.

Cloud & IT Systems Engineer – Torrens Global Education Services **May 2016 – June 2022**

Global Higher-Ed Provider with 2000+ staff and 20k+ students over 16 sites across Australia and New Zealand

- BAU tasks: kept Windows servers and apps patched via WSUS & SCCM, managed virtualization (VMware vCenter, ESXi hosts and VMs), maintained datacentre hardware, actioned flags raised by monitoring tools (NAGIOS, SCOM), maintained Anti-Virus + Security and Storage + Backup

environments, ensured SOX compliance for systems for monthly audits, and provide SME /escalation support to helpdesk team.

- Created a single sign-on (SSO) hybrid AD environment for on-prem and cloud apps to provide Wi-Fi (RADIUS), VPN and cross-site access to 16 sites across Australia and NZ.
- Managed cloud infrastructure across AWS and Azure for web hosting, databases (CRM, finance, HR, BI), middleware (Informatica), and M365 (Azure AD, Teams, SharePoint, Exchange, PowerBI, Dynamics), plus planned & implemented migration of on-prem storage data, Exchange & SharePoint to cloud / Office365.
- Developed an IAM solution where every O365 and AD account is automatically provisioned involving PS scripting, Python based REST API, Azure AD Connect, ADFS + Azure Enterprise Apps for SSO and FTP to DB link.
- Implemented a remote access solution using Splashtop where I managed stakeholders, acquired the vendor, got the business buy-in via POC and performed final deployment which became essential during Covid lockdowns.
- Managed the AD, SCCM & Cert Authority (CA) servers. Created SOE images and app packages every quarter via SCCM, and managed configurations via GPOs for a fleet of 2000+ users and 3500+ computers and VMs in sites across Australia and NZ.
- Go-to person for scripting and automation - using PS, VBS, Bash, Batch, HTA, simplified image and app deployment, compliance report generation & emailing and VM management; automated repetitive tasks and created a GUI tool to interactively run scripts for the Helpdesk team.
- Migrated 3 newly acquired businesses by auditing their existing systems and infrastructure (servers, SAN, NAS, backups, data), doing a parallel build at the sites and then migrating apps and users accounts.

- MDM administrator - Improved IT asset deployment and tracking by implementing AirWatch, IBM Mass360 and Meraki MDM systems. Created an SQL-based asset tagging system to generate barcode tags.

IT Support Analyst (higher duties) – Laureate Intl Universities / Think Education Nov 2014 – Apr 2016

- Provided direct & remote IT Support to users across multiple locations with efficient coordination, prioritization and documentation of support requests keeping in line with SLAs & ITIL processes.
- Deployed and maintained users' hardware and software which involved SOE image creation and updating, PowerShell scripting, asset tracking, AD & GP updating and communicating with vendors.
- Acted as point of escalation for Helpdesk team and mentored new team members. Collaborated with IT Infra, Dev and PM teams to resolve issues affecting a broad range of users.
- Upgraded IT processes such as creating new starters, asset management, IT access and equipment request, and updated forms and documentation to minimize wasted worktime and adhere to SLAs.

Technical Consultant – ASTRON Corporation Aug 2009 – Jan 2012

Pharmaceutical company in Bangladesh with 6 offices in different states

- Successfully resolved technical issues daily from a base of 100s of clients working across the country.
- Provided support for software, hardware and network and created a knowledge-base depicting troubleshooting process for common recurring issues.
- Trained IT support staff to provide Level 1/2 support and how to use ticketing system to document tickets.
- Set up Windows 7 PCs and Windows Server 2008, and CentOS server for providing web services.

- Deployed the enterprise computer network, programmed a custom Sales and Accounts software and developed the company website.

Other Work Experience

MCU Programmer – Allripe Pty Ltd, Coogee, Australia **Jan 2014 – July 2014**

- Programmed ARM chip to interface with touch display and input sensors to test food quality.

Lecturer – Southeast University - Dhaka, Bangladesh **Feb 2010 – Jan 2012**

- Conducted lectures for over 600 students on Computer Networking & Digital Signal Processing.

Education

Master of Engineering Science in Telecommunication Engineering **2012 - 2014**
The University of New South Wales - UNSW
Distinction WAM + School of Engineering High Achiever's Scholarship 2012

Bachelor of Engineering in Electrical and Electronic Engineering **2006 - 2009**
The University of Nottingham (UK / Malaysia)
First Class with Honours + High Achiever's Award 2006-09